

新翔(香港)有限公司刊物

THE NEWSLETTER OF SATS HK LIMITED



2020 ISSUE #1



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齊心抗疫 共渡時艱

Together, We Stand Strong Against COVID-19

鑑於新型冠狀病毒肆虐，外科口罩出現嚴重短缺的情況，人心惶惶。由於同事需要時刻面對旅客及為了保持機場正常運作，新翔(香港)管理層在過去數星期在全球全力採購口罩，最終成功由中東的供應商購入外科口罩。另外，亦購入更多酒精搓手液供同事使用。公司同時增加清潔次數以及進行全面消毒，以保障同事的健康。為了讓同事了解更多防疫資訊，我們亦透過社交平台發放防護小知識。例如：時刻注意個人衛生，勤洗手和保持社交距離。

Due to the novel coronavirus outbreak, the shortage of surgical masks caused a huge inconvenience and anxiety to Hong Kong citizens, especially our colleagues need to face passengers. In order to maintain normal airport operation, management team of SATS HK has been actively sourcing surgical masks in the past few weeks. Finally, we successfully purchased surgical masks from suppliers in the Middle East. On the one hand, additional alcohol hand sanitisers are provided to all our staff. To protect the health of our colleagues, we stepped up the cleaning frequency and conducted sterilisation. Additionally, we convey useful information to our staff through social network to better understand the protective measures against COVID-19. For examples, maintain a personal hygiene, wash your hands frequently and keep social distancing.



為預防疾病，請
在公眾地方戴上
外科口罩

Please Wear a
Surgical Mask in
Public Area

當外科口罩到港後，各部門立即包裝分發，盡快滿足同事的需求。外科口罩已於二月上旬及中旬分兩輪派發，新翔(香港)希望與各同事攜手抗疫，共度時艱。

When the surgical masks arrived in Hong Kong, all departments immediately packed and distributed to meet the needs of colleagues. Surgical masks were distributed in two rounds in early and mid-February. SATS HK hopes to work with our staff to fight the epidemic and work through the difficulties.

預防肺炎及 呼吸道傳染病

Prevention of
Pneumonia and Respiratory Tract Infection



經常保持
雙手清潔

Always keep
hands clean



先蓋廁板再沖廁

Put the lid down
before flushing



定期
注水入
U型隔氣

Add water to
the U-traps regularly



打噴嚏或咳嗽時
用紙巾掩蓋口鼻

Cover your mouth
and nose with tissue
paper when
sneezing or
coughing



如出現病徵，
應立即戴上口罩
及看醫生

Wear a mask and
seek medical advice
promptly if unwell



口罩要完全覆蓋
口、鼻和下巴

Fully cover your nose,
mouth and chin
with mask



更多防疫資訊 For more information on tackling the disease:



衛生防護中心
Centre for Health Protection



衛生防護中心網站
Centre for Health Protection Website
www.chp.gov.hk



衛生防護中心Facebook專頁
Centre for Health Protection Facebook Fanpage
fb.com/CentreforHealthProtection

衛生署健康教育專線
Health Education Infoline of the Department of Health

2833 0111



衛生署
Department of Health



Let's Talk: 人物專訪

十年情意結 情繫SATS HK

「人生有幾個十年」，經常掛在嘴邊的一句話；確實人生真的沒有多少個十年給我們虛度。在同一家公司工作十年絕對不是短的時間，而新翔（香港）今年有四位分別客運服務部及停機坪服務部的同事獲得十年長期服務獎，以表彰他們多年的努力和付出。

這期“Let's Talk”我們很榮幸邀請其中兩位分享在新翔（香港）十年來的工作點滴，一起剖析他們十年的情意結。



楊禮文 Raymond
停機坪服務部

Raymond，公司同事都稱他為大Ray，現任高級航務操作員，他於啟德機場年代已經開始投身航空業，經驗超過二十年。從小，他對飛機產生濃厚的興趣，更立志當飛機師，雖然事與願違，但也希望以航務操作工作完夢，成就了今天的他。

由其他航空公司擔任地勤人員到加入新翔（香港）的停機坪服務部工作，獲益匪淺，藉着與同事分享自己過往的工作經驗，讓同事學習及明白各種工作細節，做事更加事半功倍，亦希望將工作技巧傳承下去。

「在航空業打滾多年，確實也難以另謀高就，慢慢更變了習慣，讓我堅持這份工作。」Raymond坦言工作最吸引之處是工作的靈活性及自由度，不是單單挺直腰桿坐在辦公室工作；每天面對不同的挑戰，遇上困難時公司給予他們空間想辦法解決，從而為他帶來新鮮感。

航務操作主要分為室外及室內兩部分，新同事一般會先安排停機坪的工作，充當「中間人」的角色，透過協調抵港及離港航班的事務，讓他們更清楚了解航務運作的流程，例如：接送航班文件、聯絡有關部門處理機艙內任何問題、監察客貨上落等情況，及後亦會學習計算飛機載重量等文件處理工作。

「不同客戶航空公司有不同的特別要求，例如由誰開關機艙門，收取什麼文件都要勞勞記着，才可避免出錯。」因此，Raymond認為同事之間互相提醒及合作是非常重要的，特別在安排客人登機時，與客運部的同事合作最多，一句報數「客齊」或「尾數」已經有助航班更順利完成及確保所有旅客安全登機。

機場是一個充滿挑戰和機會的地方，大Ray亦藉此寄語大家做事要循規蹈矩，便能有效減少出錯。「凡事謹守崗位，做好份內事，才能立於不敗之地。」他亦送上一個工作秘笈：眼觀四處，耳聽八方。希望大家能夠透過觀察及聆聽去學習及掌握身邊的情況，往往機會就在眼前。



陳明蓮 GINNA
客運服務部

Ginna 加入新翔(香港)前，曾於酒店擔任前檯職員，但因厭倦工作缺乏靈活性，很快便立志投身航空業，希望擴闊視野。被問到為何加入公司，她笑言當時「誤打誤撞」，見到公司有招聘廣告就放膽試一試，轉眼間就在這裡工作十年了。

於新翔(香港)土生土長，Ginna由客戶服務主任晉升至客戶服務主管，現時被調派到培訓部工作，她坦言地勤工作固然辛苦，但與同事之間的愉快點滴也是回味的。「這個行業特別之處在於每天也面對大小不同的挑戰，透過處理航班事情，解答旅客疑難，一切學習都令我急速成長。」

對於面對無理取鬧的客人，她見解獨到。「凡事看開一點，客人即將乘機離港，不用介懷。」或許這份豁然開朗的處事態度讓她與新翔(香港)培養了這十年情，每當收到客人書面或口頭的讚賞，她更是回味在心頭，認為一切也是值得的。

作為主管，她不時教導同事做事要不求回報，於工作間更時常提醒同事「除了避免被投訴，要俾多啲 service」。她更語重心長，「要成為成功的地勤人員，首要是吃得苦，其次要有良好的洞察力，多留意身邊的人和事，透過觀察不斷學習，往往機會是留給有準備的人。」

服務使命



卓越的服務

以服務打造客戶優質旅行體驗



企業公民

打造合規體系建設完整



高效管理

以高效全面提升管理及工作效益



認可合作夥伴

致力成為被受客戶及同行認可的業務夥伴



員工關懷

重視關懷員工並同時發展其潛能



安全和保障

安全保安為首保障客戶及員工



創新解決方案

融匯各方專業知識創新優化服務方案



可持續發展

全面努力成為可持續發展的優秀企業



Let's Talk: 10-year Long Service Award

Taking Pride in sharing my life in SATS HK

“How many ten years are there in one's lifetime?”, a question that often is on our lips. Indeed, there are really not many ten years in our lives. Working in the same company for ten years is definitely not a short time, and this year, four colleagues of SATS HK were presented with 10-year Long Service Award to recognize their hard work and dedication to the Company.

In this issue of Let's Talk, we are delighted to invite two awardees to share with us their life in SATS HK over the past ten years.



Raymond Yeung
Ramp Services Department

Raymond (Tai Ray) is currently working as a senior flight operations officer in the Company. He has over 20 years of aviation experience since the Kai Tak Airport era. His passion for aviation was started at a young age and determined to be a pilot. Although his dream of being a pilot didn't come true, he completed his dream to work in aviation and has achieved so much ever since.

From working as a ground staff for other airline to joining the ramp services department of SATS HK, he had gained a lot of experience. By sharing his past experience with colleagues, they can learn and understand clearly the details and operation procedures of their work. It is what he wants to pass down.

“It is not easy to seek another kind of jobs once you started your career in aviation for many years. It gradually became my habit which grew my passion for the job,” he said. The most attractive thing of his work is its flexibility and freedom, which is not only sitting in front of a computer and working at the office yet you will face different challenges every day. He feels adventurous since the Company allows them to find out solutions to tackle the problems by themselves.

Flight operations can be mainly divided into two parts – outdoor and indoor. We will arrange new joiners to work under the aircrafts to have a better overview of whole operation processes. They work as a coordinator to handle the affairs of arrival and departure flights, for instances, handling flight documentations, contacting relevant departments to deal with inflight enquiries, monitoring the loading and unloading of passengers and cargo. After all, they will have to learn the calculation of flight dispatch documents.

“There are different requirements from customer airlines such as who opens and closes the aircraft doors and what documents to be collected should be remembered correctly to avoid making mistakes,” he said. Therefore, Raymond thinks it is very important for colleagues to remind and cooperate with one another. In particular, when the last passenger boarded the plane, providing a clear signal can smoothen the process and ensure all passengers are safely on board before departure.

The Airport is a place full of challenges and opportunities. Raymond would like to remind colleagues that we should always follow the rules to avoid mistakes. “Always display unsurpassed patience and do your job accordingly,” he added. A working tip from him: Keep our eyes and ears open. We all should learn and stay on top of situation by observation and listen to our surroundings. Opportunity is always around the corner.



GINNA CHAN
Passenger Services Department

Ginna worked as a hotel front desk officer before joining SATS HK. She decided to join aviation industry because of its flexibility and hoping to broaden her horizons. When she was asked about why she would like to join the Company, she smiled and said it was a blind chance by seeing a job advertisement and she gave it a try. With a blink of eyes, she has been working in SATS HK for more than ten years.

Being born and brought up in SATS HK, Ginna was promoted from customer services officer to supervisor and she is now assigned to work in training team. She admits that ground duties are never an easy task but all good memories with colleagues are unforgettable. “What’s so special about this industry is that the ever-changing challenges, for examples, handling flight matters and answering passenger questions can help you to grow rapidly,” she said.

To deal with difficult customers, she has an unique thought. “Take it easy, this won’t last forever.” Perhaps this cheerful attitude and mindset let her build a 10-year complex with SATS HK. Whenever she received any written or verbal appreciations from passengers, she can reflect all the hard works and efforts are worth it.

As a supervisor, she always tells colleagues to do things without asking for rewards and often reminds them – avoid getting complaints yet giving more services to passengers. “To be an outstanding ground staff should be able to endure hardships, be a good observant to pay attention to your surroundings and learn by observation. Opportunities are reserved for those who are prepared,” she added.



SATS 話您知

如何使用手機應用程式申請醫療索償?

SATS INFO Corner

How to Apply Medical e-Claim through Mobile App?



本公司的員工醫療保險由利寶國際保險有限公司提供。

僱員可透過電子索償提交所有港幣2,000元或以下之門診及牙科賠償(包括專科門診)。

如提交港幣2,000元或以上之索償，僱員須填寫門診申請賠償表，連同所有正本收據於三個月內交回利寶賠償部。

索償表格路徑：<https://www.libertyinsurance.com.hk/tc/download/>

Our staff medical insurance is provided by the Liberty International Hong Kong.

You may submit all your outpatient and dental claims (including specialist consultation) with an amount at or below HK\$2,000.

For any claims above HK\$2,000, you are required to complete an Outpatient Medical Claim Form and submit to Liberty's claims department together with all the original bills/receipts for reimbursement.

Path of download claim forms: <https://www.libertyinsurance.com.hk/tc/download/>

手機應用程式 LHC e-claim App

Liberty LHC

更多詳情，請瀏覽

寶康會網頁:

<http://www.libertyinsurance.com.hk>

掃描QR碼下載:

Scan the QR code to download:

For more information, please visit

Liberty Health Club Website:

<http://www.libertyinsurance.com.hk>



索償程序 Reimbursement Procedure

1. 開啟利寶國際保險的應用程式
OPEN LHC E-CLAIM APP



2. 填寫您的索償類別
SELECT THE APPROPRIATE TYPE OF REIMBURSEMENT



3. 填寫您的診症資料
FILL IN YOUR CONSULTATION AND TREATMENT DETAILS



4. 填寫合資格人士所診斷的病症
FILL IN YOUR DIAGNOSIS DETERMINED BY
CERTIFICATED MEDICAL PRACTITIONER



5. 點擊提交索償
PRESS 'SUBMIT CLAIMS'

The screenshot displays the Liberty Insurance app interface for the reimbursement process. It shows the following steps:

- Step 1:** The app's main screen with the Liberty Insurance logo and the text "為你提供貼身服務。" (We provide you with personalized service). Below this, it says "歡迎來到寶康會" (Welcome to the Buhonghui).
- Step 2:** A screen titled "你想提交....." (What do you want to submit.....) with two buttons: "索償" (Claim) and "入院前評估" (Pre-admission assessment).
- Step 3:** A screen titled "你的索償類別是什麼?" (What is your reimbursement category?). It shows a progress bar at 15% and a list of categories: "普通科門診" (General Outpatient), "針灸、跌打及中醫" (Acupuncture,跌打及中醫), "專科門診費" (Specialist Outpatient Fee), "物理或脊椎治療" (Physical or Spinal Treatment), "X光檢查或化驗費" (X-ray examination or laboratory fee), and "牙科治療" (Dental treatment).
- Step 4:** A screen titled "你什麼時候診症?" (When did you consult?). It shows a progress bar at 29% and a date selection interface. The selected date is "Wednesday, 16 Oct 2019". Below the date, there is a button labeled "昨天?" (Yesterday?).
- Step 5:** A screen titled "你的病症是什麼?" (What is your condition?). It shows a progress bar at 58% and a search bar. Below the search bar, there is a list of conditions: "Upper respiratory infection (URTI) - 上呼吸道感染", "Flu / Influenza - 流行性感冒", "Bronchitis - 支氣管炎", and "Allergic rhinitis - 過敏性鼻炎".
- Step 6:** A screen with a large blue button labeled "提交索償" (Submit Claim). Above the button, it says "點擊'提交索償'，即表示我已閱讀並同意條款及條件。" (Click 'Submit Claim', which means I have read and agreed to the terms and conditions).



帶您去旅行：北海道 Let's Travel to Hokkaido



去年，我享用了香港航空的員工機票去日本北海道。我喜歡北海道的清涼夏日。

剛到埗的第一天，札幌已經天色昏暗，我去了附近的狸小路商店街逛逛，順道吃晚飯便回酒店休息。

第二天一大清早，我參加當地旅行團去登別市觀賞附近一帶的湖景(洞爺湖及支笏湖)及壯觀的火山區(地獄谷及昭和活火山)，四處的溫泉都充滿著硫磺氣味。

第三天，我去了充滿色彩的富良野和美瑛，這裡有不同花種，點綴了整片農場。農場位於山丘上更顯得視野遼闊，還有美瑛青池的樹枝及幹佇立在青色的湖水中。

I went to Hokkaido last year by using HX staff ticket. I love the breezy summer in Hokkaido because of its pleasant weather.



Since it was night time when I arrived Sapporo, I hung out on the Tangukikoji shopping street and had a dinner before going back to hotel.

Waking up early in the morning, I joined a local tour on my second day in Hokkaido. The tour guide took me to Noboribetsu where I saw a full sulphur hot spring area with many wonderful natural views and famous tourist spots to explore, such as volcanoes, Shikotsutoya National Park and beautiful mountains and lakes.

On my third day, I visited colourful Furano and Biei. The fields were filled with many types of flowers. Also the hilly landscape plus the Blue Pond made the scenery that much more fascinating and dreamlike.



帶您去旅行：北海道 Let's Travel to Hokkaido



第四天，我乘搭鐵路到小樽遊覽知名景點：運河與復古倉庫。在倉庫附近逛了一會便回到札幌為這行程作結。

北海道是我最喜歡的地方，風景令人賞心悅目，如此壯觀的大自然，讓我放鬆心情之餘，更可消除煩惱。



I got on a train and explore some landmarks, including the canal and vintage warehouse in Otaru on my fourth day, which also concluded my whole trip in Hokkaido.

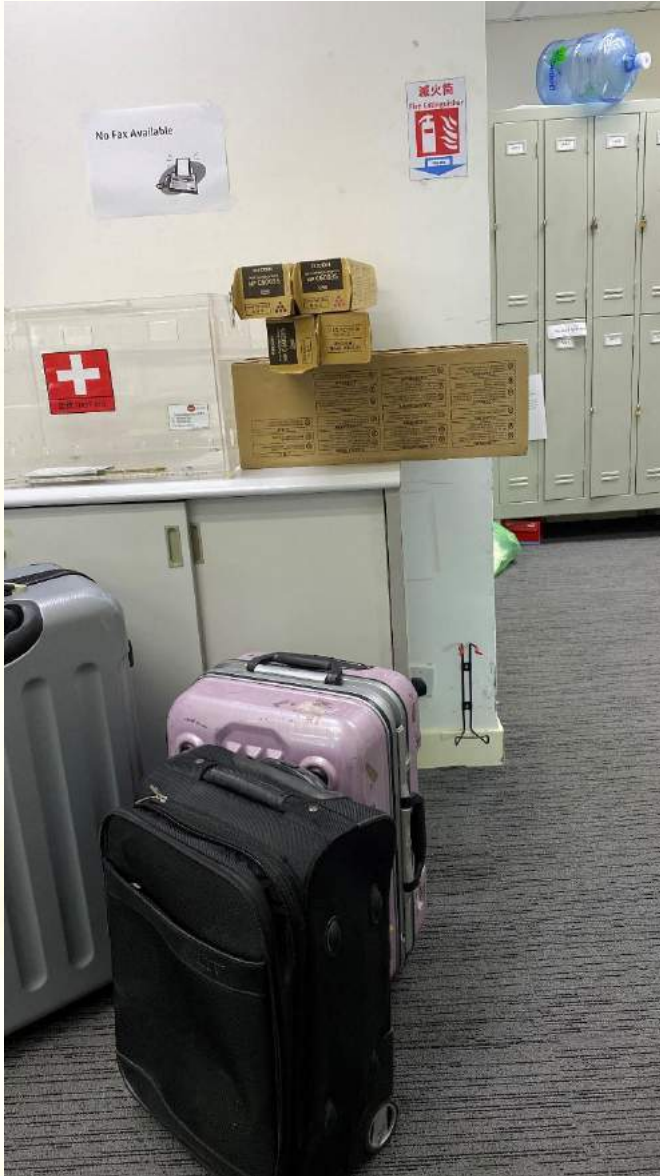
I would say that Hokkaido is my favourite place so far. I love the natural landscapes and beautiful scenery that make me feel relieved.



HCD / Kineks Chan

安全找錯處遊戲 2020 Safety Photo Hunt 2020

Name 姓名	Staff No 員工編號	Department 部門
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同事需要圈出圖中 **10** 個涉及辦公室安全的錯處，完成後將表格及你的姓名，電話，員工編號 WhatsApp 到安全組電話 **69338327**。

全答中的同事有機會獲得現金券一張。得獎名額 50 份，將以抽籤方式決定得獎者。得獎名單將於 8 月 15 日，以電郵公佈。
Staff has to circle **10** unsafe issues in the photo. Completed form with name, phone number and staff number should be whatsapp to safety duty phone number **69338327**.
Colleagues who circle all issues correctly will have an opportunity to get a coupon.
The 50 winners will be selected by drawing lots. The list of winners will be announced by email on 15th August.

每位參加者只可提交一張表格，如提交多於一張表格將會被取消資格。截止日期：2020 年 7 月 31 日
Submitting more than one form per participant will result in disqualification. Deadline: 31-Jul-2020



SHARE YOUR TRAVEL EXPERIENCE WITH US

Send us a short article with photos about your travel experience.

向我們發送這文章，分享你的旅行經驗。

Send us a staff letter with your thoughts.

We listen and will relate any relevant ideas to the management.

向我們傾訴您的心聲。我們會用心聆聽，並向管理層轉達任何相關意見。



Boarding Pass

SATS Staff FLIGHT: HX690
FROM : HKG TO : CTS
SEAT : 1A GATE : 60



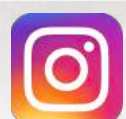
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